

CLAIMS

What is claimed is:

1 1. A method of updating a user profile implemented by a computer-based interactive
2 voice response system, said method comprising:

- 3 (a) receiving an incoming call from a caller;
4 (b) retrieving a telephone identifying information from the incoming call;
5 (c) using the telephone identifying information to access the user profile, the user
6 profile corresponding to the telephone identifying information;
7 (d) prompting the caller for a target telephone destination;
8 (e) receiving the target telephone destination;
9 (f) determining a target telephone number corresponding to the target telephone
10 destination;
11 (g) prompting the caller with an option to enter the target telephone number in the user
12 profile when the target telephone number does not correspond to an extant telephone
13 number entry in the user profile; and
14 (h) in response to selection of the option by the caller, prompting the caller to input an
15 identifier with which to access the target telephone number, receiving the identifier,
16 and storing the target telephone number and the identifier in the user profile.

1 2. The method of Claim 1 wherein the telephone identifying information is an ANI
2 associated with the incoming call.

Sub
A₁ 1 3. The method of Claim 1 or 2, comprising the further step of calling the target telephone
2 number.

1 4. The method of Claim 1 or 2, wherein the target telephone destination is a spoken
2 name.

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1 11. The method of Claim 10, wherein the second user identifier is a parameter specified in
2 the URL.

1 12. The method of Claim 10, wherein the data set comprises a name and a telephone
2 number.

1 13. The method of Claim 10, wherein the data set is a vCard.

1 14. The method of Claim 10, wherein the telephone identifying information is an ANI.

1 15. The method of Claim 10, 11, 12, 13, or 14, wherein the second user identifier
2 comprises a user-ID corresponding to the second user.

1 16. The method of Claim 10, 11, 12, 13, or 14, wherein the second user identifier
2 comprises a telephone identifying information corresponding to the second user.

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